

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

**CUSTOMER NO. 22927**

Applicants: Walker et al.  
Application No.: 09/973,581  
Filed: October 9, 2001  
Title: METHOD AND APPARATUS FOR ENTERTAINING  
CALLERS IN A QUEUE

Attorney Docket No.: 01-033

Group Art Unit: 2645  
Examiner: Olisa Anwah

**RESPONSE**  
**to the Non-final Office Action mailed February 27, 2006**

**Mail Stop Amendment**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Examiner:

In response to the Non-final Office Action mailed February 27, 2006, please enter the following amendments and consider the following remarks.

Following is a detailed listing of all claims that are, or were, in the application. A status identifier is provided for every claim and the current text of every claim is presented, unless the claim has been cancelled or not entered. Current amendments to the claims are expressed in the detailed listing by strikethrough or double brackets (for deleted matter) or underlining (for added matter).